

## Paper Jams

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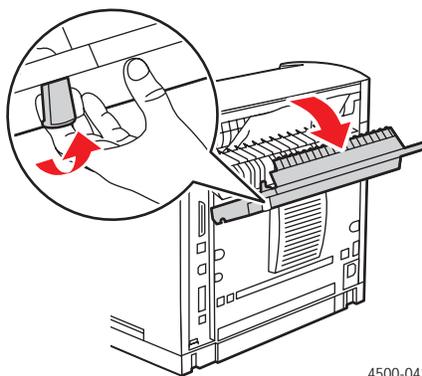
### Jam at the Exit and Jam at the Rear

1. Open the rear cover.



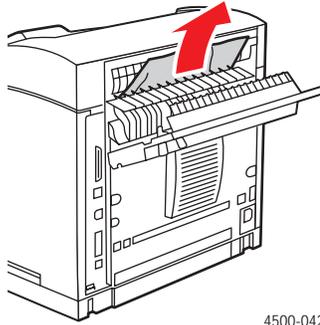
#### Caution

Be careful, some components inside the rear cover may be hot.

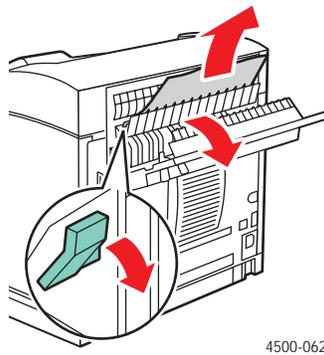


4500-041

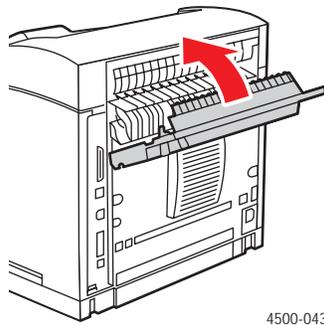
2. Remove the jammed paper. Confirm that all paper fragments are removed.



3. If you do not find jammed paper in Step 2, open the cover above the exit and pull the jammed paper completely out of the printer.



4. Close the rear cover.

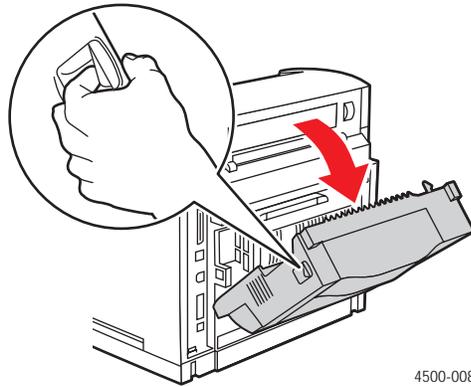


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## Jam at the Exit and Jam at the Rear (with Duplex Unit)

1. Open the duplex unit cover.

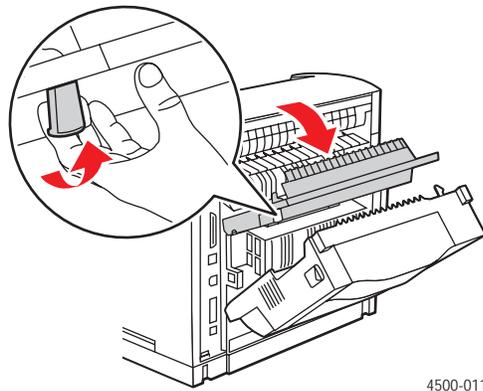


2. Open the rear cover.

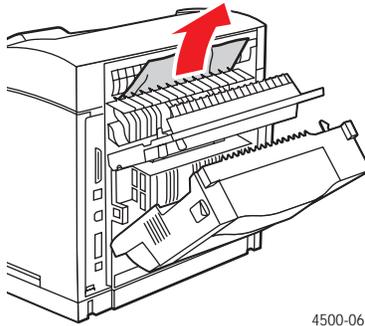


### Caution

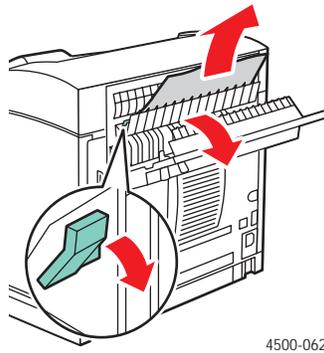
Be careful, some components inside the rear cover may be hot.



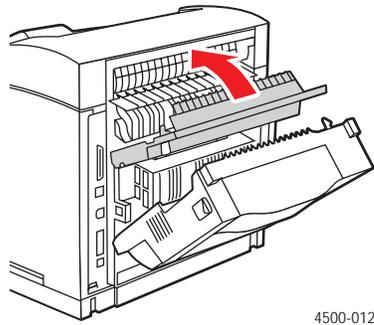
3. Remove the jammed paper. Confirm that all paper fragments are removed.



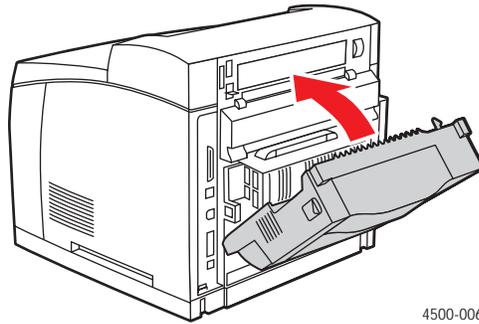
4. If you do not find jammed paper in Step 3, open the cover above the exit and pull the jammed paper completely out of the printer.



5. Close the rear cover.



6. Close the duplex unit cover.

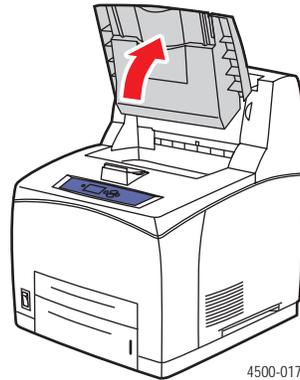
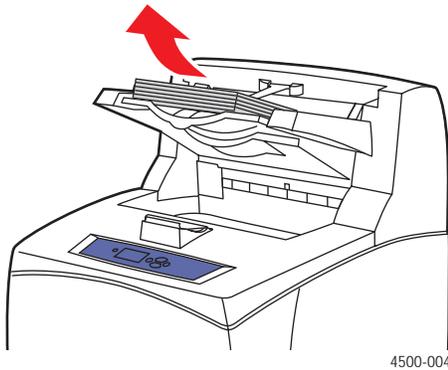


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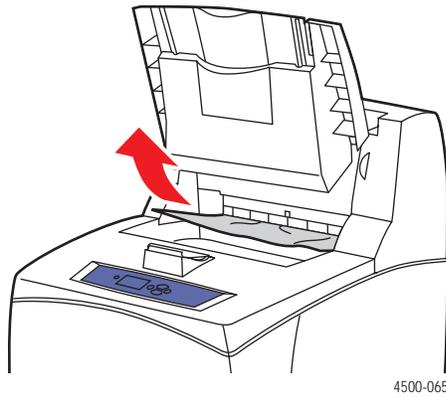
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## Jam at the Exit - Open Top Cover to Clear

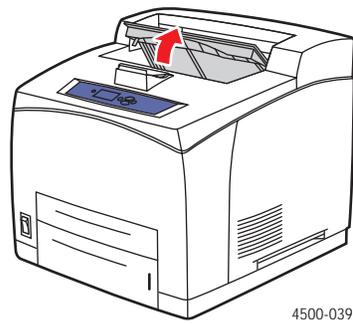
1. If you have a stacker, remove the paper from the stacker, then lift the stacker.



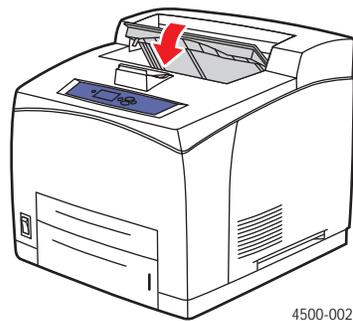
2. Remove the jammed paper from the exit. Confirm that all paper fragments are removed.



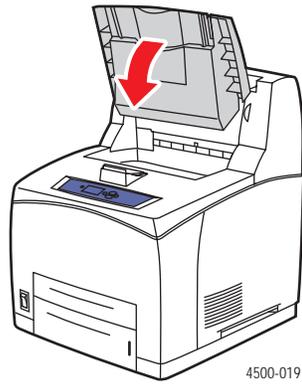
3. Open the top cover.



4. Close the top cover.



5. If you have a stacker, lower the stacker.

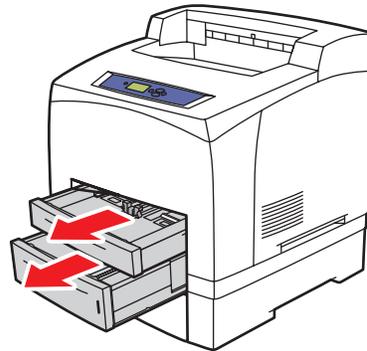


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## Jam at the Tray

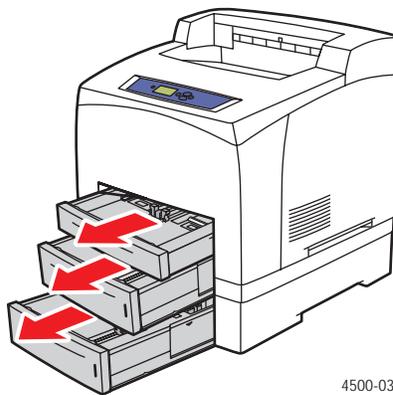
1. Pull the trays specified on the front panel completely out of the printer.



4500-099

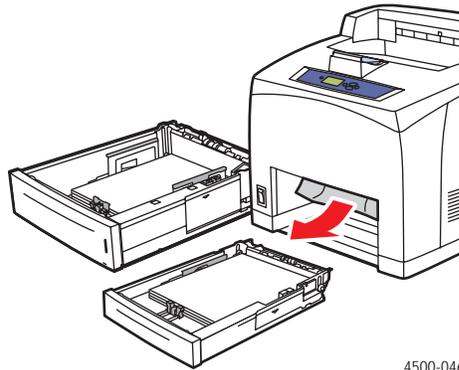
### Note

For all trays except Tray 2, pull out the specified tray and all trays above it. For example, if the jam is at Tray 3, pull out Trays 1, 2, and 3. If you have a jam at Tray 2, pull out Tray 2 only. It is not necessary to pull out all of the trays. If you have a jam at Tray 1, pull out Trays 1 and 2.

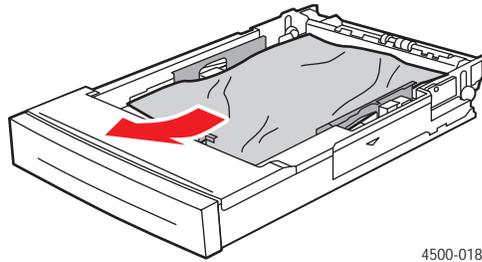


4500-033

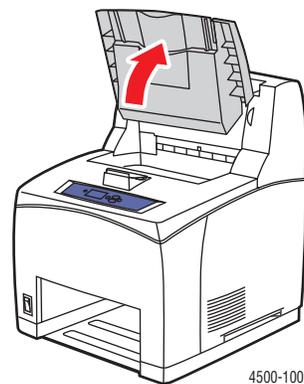
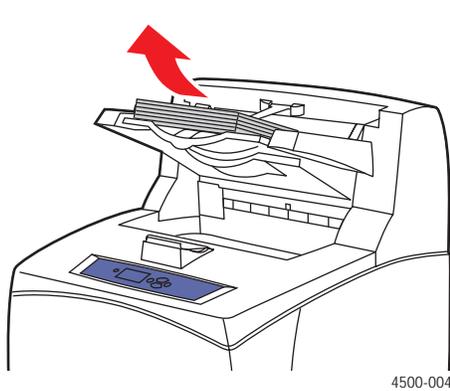
2. Pull jammed paper from the printer tray slot.



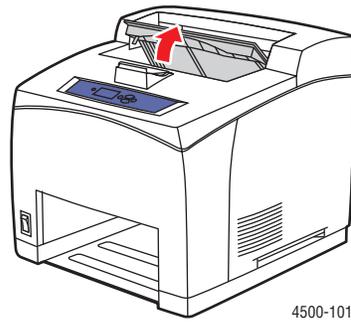
3. Remove crumpled paper from the tray.



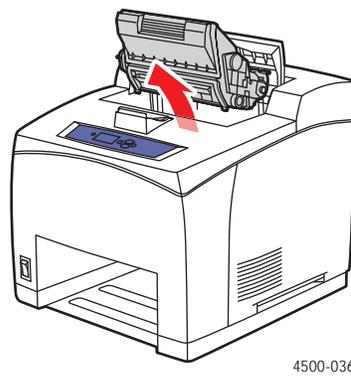
4. If you have a stacker, remove paper from the stacker, then lift the stacker.



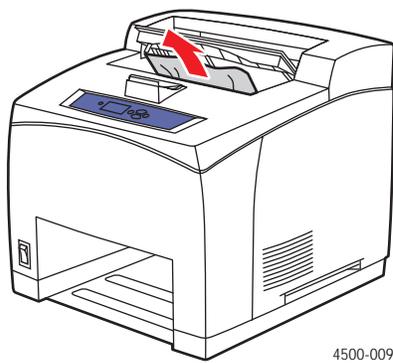
5. Open the top cover.



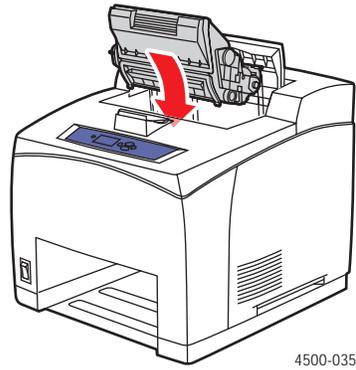
6. Remove the print cartridge.



7. Remove the jammed paper. Confirm that all paper fragments are removed.

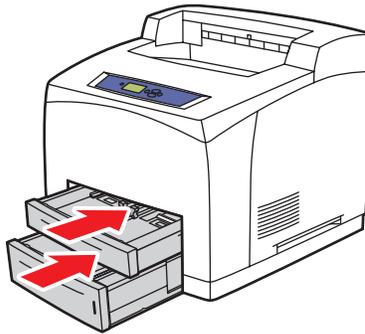


8. Insert the print cartridge.



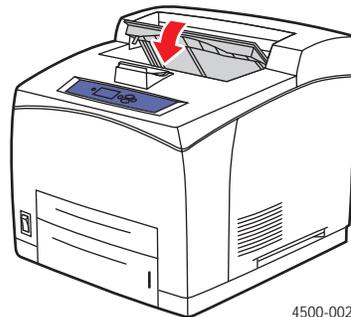
4500-035

9. Insert the trays into the printer slot and push them completely to the back of the printer.



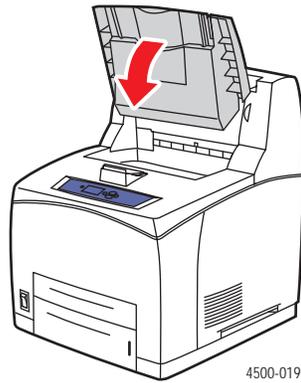
4500-034

10. Close the top cover.



4500-002

11. If you have a stacker, lower the stacker.

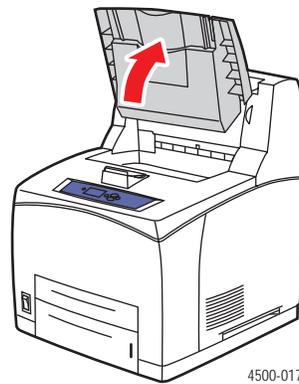
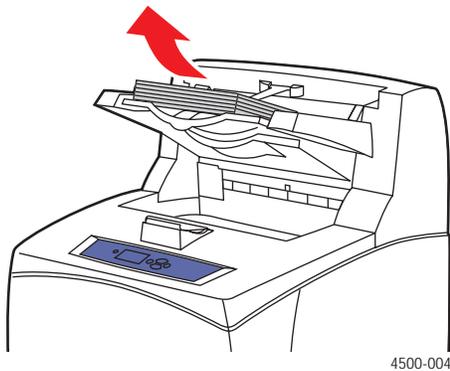


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## Jam at the Top Cover

1. If you have a stacker, remove paper from the stacker, then raise the stacker.

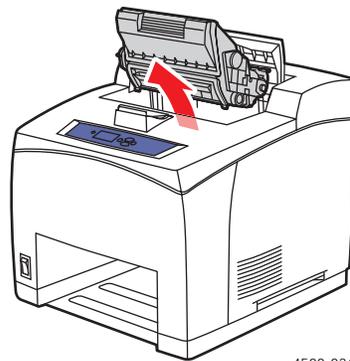


2. Open the top cover.



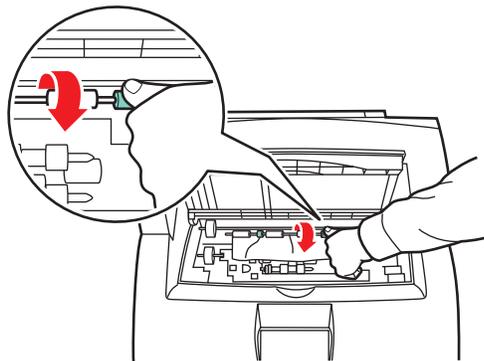
4500-039

3. Remove the print cartridge.



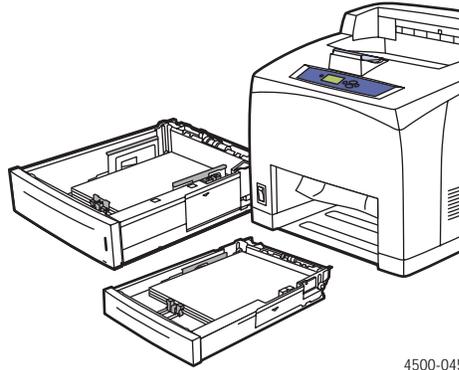
4500-036

4. Turn the green rollers to move the jammed paper out of the rollers, then gently pull the jammed paper out of the rollers.



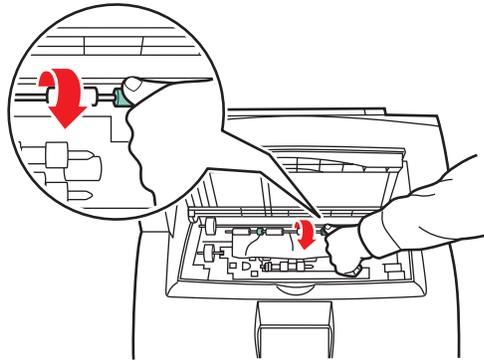
4500-037

5. If you cannot move the jammed paper, pull Trays 1 and 2 completely out of the printer.



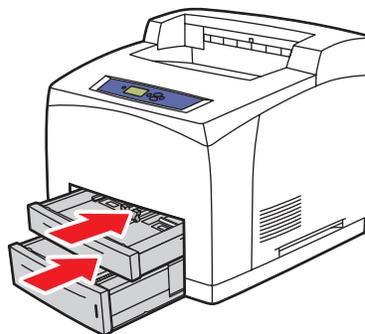
4500-045

6. Turn the green rollers and remove the jammed paper. Confirm that all paper fragments are removed.



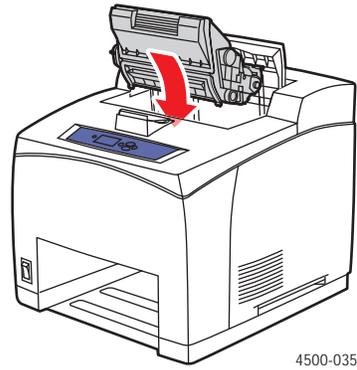
4500-037

7. Insert the trays into the printer slot and push them completely to the back of the printer.

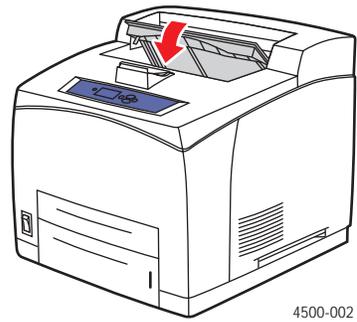


4500-034

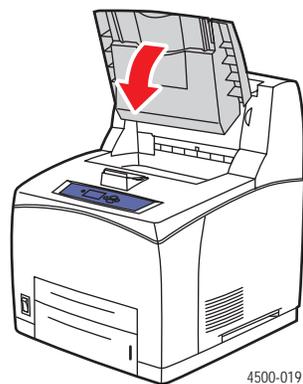
8. Insert the print cartridge.



9. Close the top cover.



10. If you have a stacker, lower the stacker.

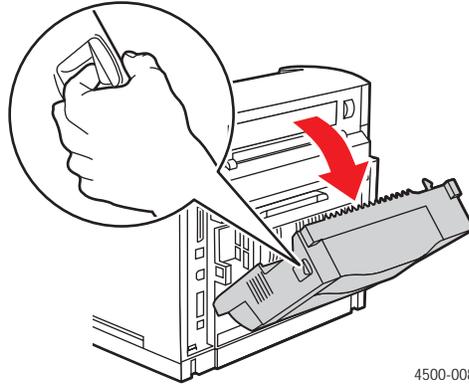


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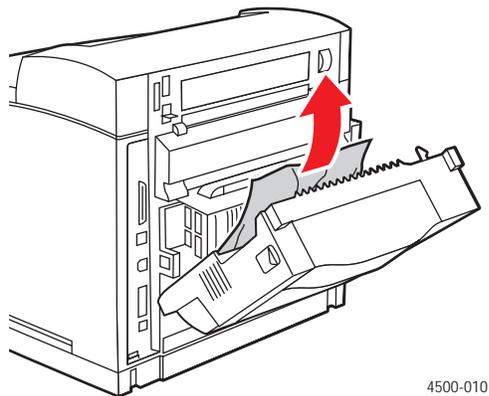
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## Jam at the Duplex Unit

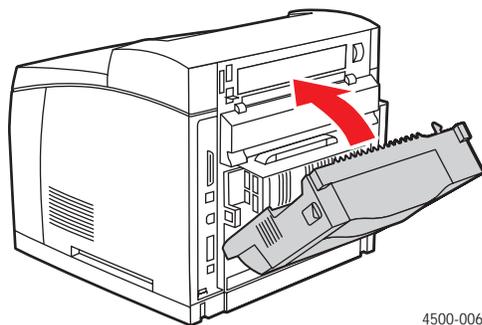
1. Open the duplex unit cover.



2. Remove the jammed paper. Confirm that all paper fragments are removed.



3. Close the duplex unit cover.

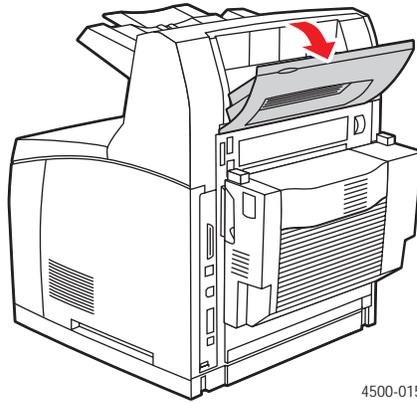


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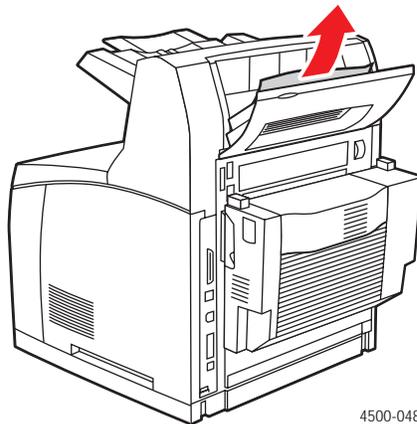
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## Jam at the Stacker

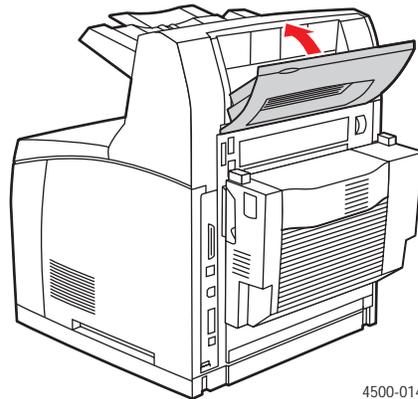
1. Open the rear stacker cover.



2. Remove the jammed paper. Confirm that all paper fragments are removed.



3. Close the rear stacker cover.



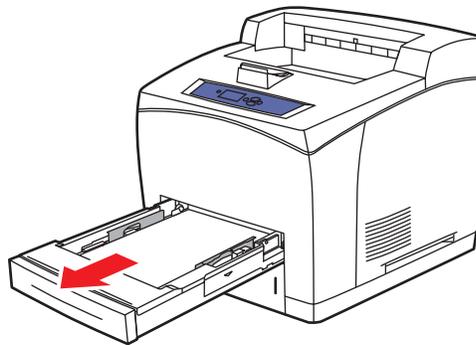
4500-014

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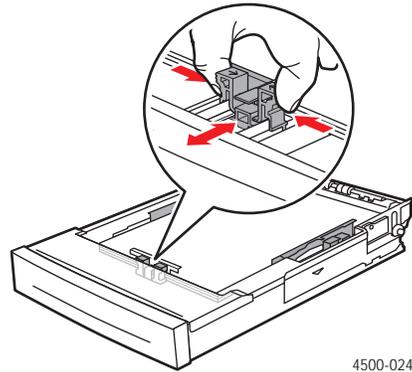
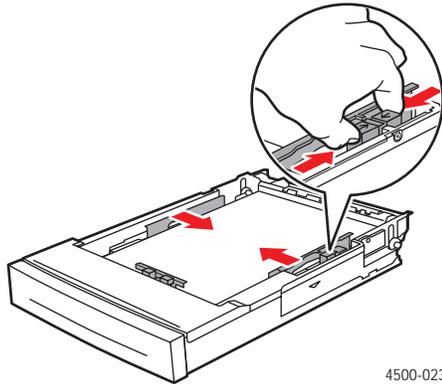
## Paper Size Jam

1. Pull the tray completely out of the printer.

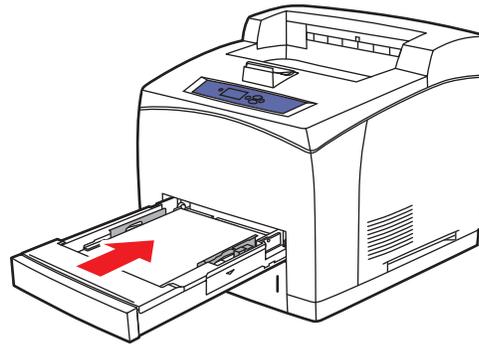


4500-030

2. Confirm that the paper tray guides are pressed firmly against the paper.

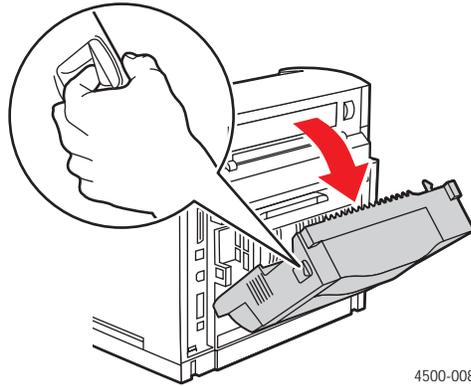


3. Insert the tray into the printer slot and push it completely to the back of the printer.



4. When the **Confirm Tray # Paper** (where # is the number of the tray specified on the front panel) message displays, verify that the paper size and type match the size and type of the paper in the tray.
  - If the paper size and type in the message match the size and type of the paper in the tray, press the **OK** button.
  - If the paper size and type in the message do not match the size and type of the paper in the tray, select the correct size and type at the front panel.

5. If you have a duplex unit, open the duplex unit cover.

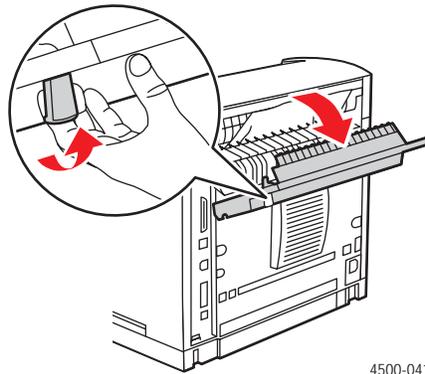


6. Open the rear cover.

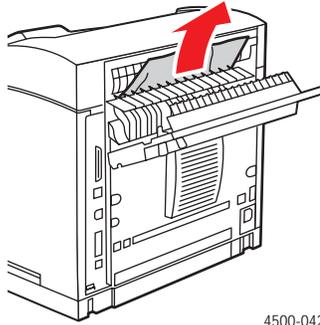


**Caution**

Be careful, some components inside the rear cover may be hot.

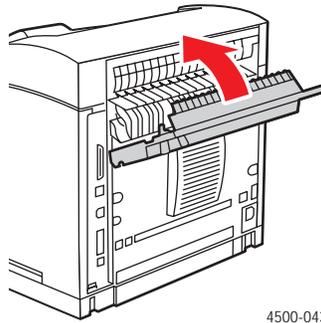


7. Remove the jammed paper. Confirm that all paper fragments are removed.



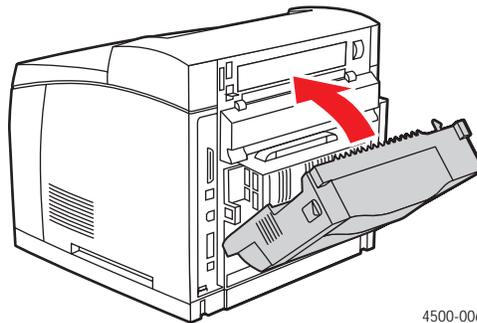
4500-042

8. Close the rear cover.



4500-043

9. If you have a duplex unit, close the duplex unit cover.



4500-006

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